U.S. Department of State

# INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)

| 1. Post | 2. Agency | 3a. Position Number |
|---|---|---|
| MADRID | Department of State | 327001 101053 |

**3b. Subject To Identical Positions? Agencies May Show The Number Of Such Positions Authorized And/Or Established After The "Yes" Block.**

☐ Yes  ☒ No

**4. Reason For Submission**

☐ a. Re-description of duties: This position replaces

  *(Position No)*. _____ , *(Title)* _____ *(Series)* 1825 ____ (Grade) _____

☐ b. New Position

☒ c. Other *(explain)*  Position Vacancy - Updated PD to reflect office work demands based on recent Department IT platforms changes.

| 5. Classification Action | Position Title and Series Code | Grade | Initials | Date *(mm-dd-yy)* |
|---|---|---|---|---|
| a. Post Classification Authority | Computer Control Clerk, 1825 | FSN-6 | KK | 5/11/2020 |
| b. Other | | | | |
| c. Proposed by Initiating Office | | | | |

| 6. Post Title Position *(if different from official title)*<br>IT Help Desk Technician | 7. Name of Employee |
|---|---|

| 8. Office/Section<br>Management Office | a. First Subdivision<br>Information Resource Management (IRM) |
|---|---|
| b. Second Subdivision<br>Information Systems Center (ISC) | c. Third Subdivision |

| 9. This is a complete and accurate description of the duties and responsibilities of my position. | 10. This is a complete and accurate description of the duties and responsibilities of this position.<br><br>Mariano Lopez, ISC Supervisor |
|---|---|
| _____ Typed Name and Signature of Employee    Date*(mm-dd-yy)* | _____ Typed Name and Signature of Local Supervisor    Date*(mm-dd-yy)* |
| **11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position.**<br><br>Dianna E. Rosa, ISO | **12. I have satisfied myself that this is an accurate description of the position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards.**<br><br>Karen Klaver, HRO |
| Typed Name and Signature of American Supervisor    Date*(mm-dd-yy)* | Typed Name and Signature of Human Resources Officer    Date*(mm-dd-yy)* |

**13. Basic Function Of Position**

The Help Desk Technician serves as the first point of contact for customers seeking technical assistance over the phone, email, or in person.  The IT Help Desk Technician performs remote troubleshooting through diagnostic techniques and pertinent questions.  Responsible for providing technical assistance and support related to computer systems, hardware, or software. Responds to queries, runs diagnostic programs, isolates problem, and determines and implements solution.

**14. Major Duties and Responsibilities**                                           **% of Time**

Technical Support:                                                                      70%

The IT Help Desk Technician provides fast and useful technical assistance on computer systems.  The IT Help Desk Technician possesses a good mix of technical knowledge, customer service skills, and able to communicate effectively to understand the problem and explain its solution.  The IT Help Desk Technician must

also be customer-oriented and patient to deal with difficult customers.  Some of the primary responsibilities are listed below, but the list is not all-encompassing:

- Provide technical assistance and support for incoming queries and issues related to computer systems, software and hardware.
- Respond to queries either in person or over the phone.
- Provide maintenance of the computer desktop environment by analyzing requirements, resolving problems, installing hardware and software solutions, and supporting the internal IT Helpdesk.
- Install (lay/pull) new or existing data cable to support network connections.
- Maintain daily performance of computer systems; such as anti-virus etc.,
- Respond to email messages and customer service tickets for customers seeking help.
- Ask questions to determine nature of problem.
- Walk customer through problem-solving process.
- Install, modify, and repair computer hardware and software.
- Run diagnostic programs to resolve problems.
- Install computer peripherals for users.
- Maintain IT asset inventory.
- Prepare IT assets for disposal.

Customer Service Management:                                                                                    10%

- Follow up with customers to ensure issue has been resolved to a successful closure of the customer service center ticket.
- Direct unresolved issues in a timely manner to the next level of support personnel.
- Provide accurate information on IT products or services.
- Pass on any feedback or suggestions by customers to the appropriate internal team.
- Identify and suggest possible improvements on office processes and procedures.

Portfolio Support:                                                                                                      20%

- Write and maintain standard operating procedure documents, office records and files.
- Train computer users on the use of Department programs, applications, and policy & procedure.
- Conduct IT related courses for Embassy users.

Performs other duties or special projects as assigned.

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15.  Qualifications Required For Effective Performance

- Education

Completion of high school and specialized training in Information Technology (IT): system administration, networks, communications, databases, and cloud technology.

- Prior Work Experience

Minimum of two (2) years' experience supporting IT Systems such as: MS Windows cloud and virtual environment.

- Post Entry Training

On the job training is provided for Department specific applications, policy and procedures, as well as the use of customized tools and equipment in support of work responsibilities.

- Language Proficiency:  List both English and host country language(s) proficiency requirements by level (*II, III*) and specialization (*sp.read*).

English level 3 for reading/speaking

Spanish level 3 for reading/speaking

Job Knowledge

- Proven experience as an IT Help Desk Technician or other customer service support role.
- Technical skills with working knowledge of office automation products, databases and desktop computer and printers.
- Good understanding of computer systems as well as of mobile devices and other tech products.


Skills and Abilities

- Good understanding of Microsoft: operating systems, office products, and cloud technology.
- Ability to diagnose and resolve basic technical issues.
- Excellent communication skills.
- Ability to lift 30 lbs in/out of confined spaces.
- Uphold professional integrity, trust and confidence as well as abide by Department security policies and practices to fully and effectively conduct computer system administration.
- Hold and maintain highest level of system access.


16. Position Elements

- Supervision Received

The ISC Locally Engaged Supervisor provides direct supervision and guidance of this position with the oversight and support of American management staff – the Information Systems Officer (ISO) and only in the absence of the ISO the Information Management Officer (IMO).

- Supervision Exercised

None

- Available Guidelines

Guidelines are in the form of online Department Foreign Affairs Manuals and Foreign Affairs Handbooks as well as through official telegrams / memorandums.  Must be able to understand technical references (internal and external to the organization) to assist with software and hardware installations and problems encountered within the work environment.

- Exercise of Judgment

The incumbent of this position will be required to exercise and follow Department physical, technology, and personal security policies and practices at all times.  Decisions regarding financial responsibilities will be deferred to the immediate supervisor for guidance and possible action.

- Authority to Make Commitments

The incumbent is required to maintain, issue, receive, and determine adequate levels of supplies for operational use within multiple ISC offices and the mission-wide training room.  The position is a holder of a Post credit card and purchases necessary supplies as needed.

- Nature, Level, and purpose of Contacts

The position is in regular contact with Mission-wide customers of all levels, from the occasional user to executive staff members to assist with and resolve their technical problems.

- Time Expected to Reach Full Performance Level

The incumbent is expected to reach full performance level within six months.